BISSELL®

Earn BISSELL Rewards!

Register your product today!

See details on back page

CLEANview HELIX®

USER'S GUIDE

32Y7 / 22C1 / 21K3 / 71V9 SERIES



*product images may vary

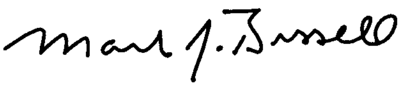
Thanks for buying a BISSELL CleanView Helix®

We're glad you purchased a BISSELL vacuum. Everything we know about floor care went into the design and construction of this complete, high-tech home cleaning system.

Your carpet cleaner is well made, and we back it with a limited warranty. We also stand behind it with a knowledgeable, dedicated Consumer Services department, so, should you ever have a problem, you'll receive fast, considerate assistance.

My great-grandfather invented the floor sweeper in 1876. Today, BISSELL is a global leader in the design, manufacture, and service of high quality homecare products like your carpet cleaner.

Thanks again, from all of us at BISSELL.



Mark J. Bissell
President and Chief Executive Officer

IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should be observed, including the following:

READ ALL INSTRUCTIONS BEFORE USING UPRIGHT VACUUM

Always connect to a polarized outlet (left slot is wider than right). Unplug from outlet when not in use and before conducting maintenance.

⚠ WARNING:

To reduce the risk of fire, electric shock, or injury:

- Do not modify the polarized plug to fit a non-polarized outlet or extension cord.
- Do not leave vacuum cleaner unattended when it is plugged in.
- Unplug from outlet when not in use and before servicing.
- Unplug before attaching the TurboBrush Tool.
- Do not use outdoors or on wet surfaces.
- Do not allow children to operate vacuum cleaner or use as a toy.
- Close attention is necessary when used by or near children.
- Do not use for any purpose other than described in this user's guide.
- Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, have it repaired at an authorized service center.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle vacuum cleaner or plug with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep openings free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Turn off all controls before plugging or unplugging vacuum cleaner.
- Use extra care when cleaning stairs.
- Do not pick up flammable materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapors.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- Do not use vacuum cleaner in an enclosed space filled with vapors given off by oil base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without filters in place.
- Use only on dry, indoor surfaces.
- Keep appliance on a level surface.
- Do not carry the vacuum cleaner while it is running.

SAVE THESE INSTRUCTIONS. FOR FUTURE USE

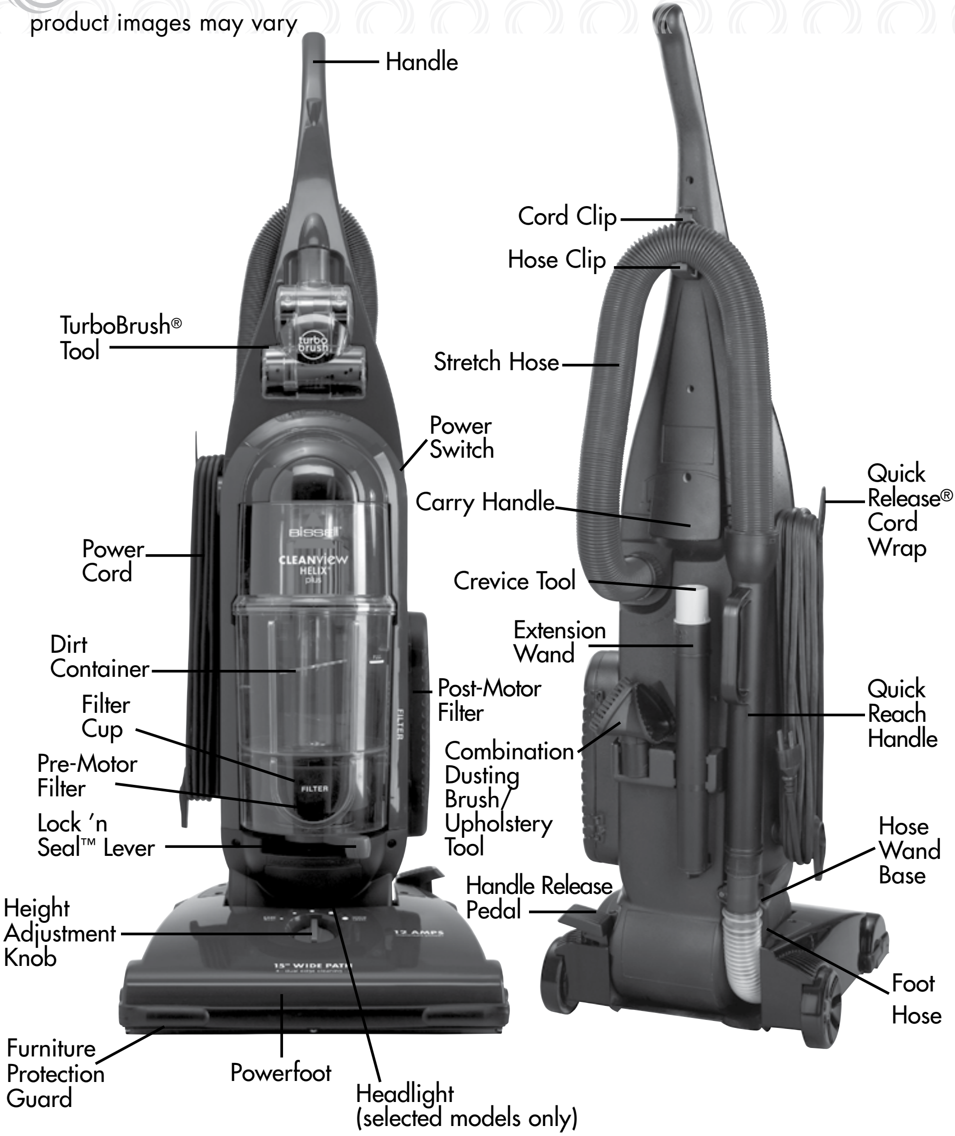
THIS APPLIANCE HAS A POLARIZED PLUG.

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install a proper outlet. Do not change the plug in any way.

This model is for household use only.

Product view

product images may vary



⚠ CAUTION:
Do not plug in your vacuum cleaner until you are familiar with all instructions and operating procedures.

⚠ WARNING:
Plastic film can be dangerous. To avoid danger of suffocation, keep away from babies and children.

The only tool you'll need to assemble your vacuum cleaner is a Phillips head screwdriver.

Attach handle to vacuum

1. Locate the vacuum handle and remove the screw packet taped to the base of the handle.

2. Stand the vacuum upright and slide the base of the handle firmly into the grooves at the top of the vacuum body.

3. Check to be sure the handle is fitted to the vacuum body. If there is a gap in front, continue to push firmly until the handle is flush.

4. Insert the screw provided from the screw packet into the existing hole. Tighten securely with a screwdriver.

2.



4.



Attach vacuum hose and tools

1. Attach the Twist 'n Snap™ hose by lining up the tabs on the base with the corresponding notches on the back of the vacuum.

2. Turn the Twist 'n Snap hose to the right to lock the hose into place.

3. Grasping the Quick Reach handle, slide the end of the hose wand onto the hose wand base. Snap the hose into the hose clip.

NOTE: The powerfoot will not suction properly unless the hose wand is firmly attached.

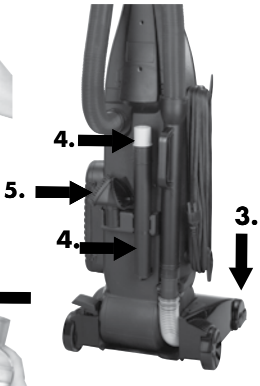
4. Snap the extension wand and the crevice tool together into the storage clip. The crevice tool stores inside the extension wand and snaps onto the back of the unit.

5. Snap the combination tool into the storage clip.

6. Attach the TurboBrush Tool by aligning the small holes near the brush roll with the tabs at the bottom of TurboBrush Tool housing. Snap TurboBrush Tool into place.

2.





6.



Handle position

Press the handle release pedal with your foot to place your CleanView Helix into one of three cleaning positions.

1. **Upright**– For storage and above floor cleaning with tools.
2. **Normal cleaning** – Press handle release household floor cleaning tasks.
3. **Low cleaning** –With the vacuum in normal cleaning position, press handle release pedal again, use for reaching under low furniture such as tables, chairs or beds.

Height adjustment

There are five height settings available for various floor surfaces. Turn the dial on the foot of the cleaner to the desired setting.

Lowest setting – For low pile carpet or bare floors. To pick up debris it may be necessary to move up one setting.

Medium setting – For medium pile carpet.

Highest setting – For high pile and most shag carpet.

Note: For optimal carpet cleaning performance, adjust to the lowest practical setting. If your cleaner is difficult to push, adjust to the next higher setting.

If the dial is difficult to turn, tilt the cleaner back slightly to take the weight off the foot while turning.

Power switch

The power switch is located just below the handle on the side of the vacuum.

I - ON **O - OFF**

Transporting cleaner

1. To move your cleaner from room to room, put the Handle in the upright position, tilt the cleaner back on its rear wheels and push forward.
2. The cleaner can also be moved by using the carrying handle.



⚠ CAUTION:

Before using your vacuum, make sure that the dirt container is in locked position and that all filters (inner circular, outer circular, pre-motor and post-motor) are in place. Do not operate your vacuum without these filters.



Tip:

Hair, string and small objects can block the vacuum hose or tools. Check them occasionally for obstructions.

Tip:

Before cleaning under low furniture, check area first for objects that might harm the unit or block the vacuum hose.

Tip:

Your vacuum features a Quick Release cord wrap. To remove the power cord quickly and easily, rotate the upper cord wrap towards floor, and slip power cord from upper and lower cord wraps.





Air flow indicator (select models only)

The air flow indicator tells you when airflow in the vacuum is reduced due to a clog in the hose. The indicator will remain green until the airflow is reduced. When it is fully red, the airflow is significantly reduced or blocked. Follow the steps on page 12 to clear a clog.

Special tools

Your BISSELL CleanView Helix is not only a powerful carpet and rug vacuum cleaner, it's also a versatile above floor vacuum cleaner when you select one of the special tools.

1. Raise handle to upright position.

2. Grasp the Quick Reach handle and lift hose wand to separate from suction intake opening.

3. Attach tools by firmly pushing onto vacuum hose or extension wand.

a) Crevice tool – Use in tight narrow spaces.

b) Combination dusting brush/upholstery tool

Two types of cleaning tools are included in one attachment. Rotate for desired tool. Use brush side to dust furniture, blinds, books, lamps, shelves and baseboards.

c) Extension wand

NOTICE:

The floor brush will continue to rotate while you use your vacuum for above floor cleaning. To prevent carpet damage, do not lean on the vacuum or let the powerfoot tilt forward.

a)



b)



c)



⚠ CAUTION:

The rotating floor brush continues to rotate while tools are in use. To reduce the risk of injury from moving parts, always move the cleaner with the carrying handle at the back of the cleaner. Always place vacuum cleaner on floor with handle in upright position when using tools. Never place your fingers under the cleaner when it is running. Never place powerfoot on furniture or uneven surfaces. Do not place vacuum cleaner close enough to objects to pull them into rotating brush.

Tip:

Hair, string and small objects can block the vacuum hose or tools. Check them occasionally for obstructions.

Power cord storage

When you have finished using your BISSELL CleanView Helix, return it to the upright position and store the power cord.

1. Turn vacuum cleaner off.
2. Unplug power cord by grasping the polarized plug (NOT the cord) and disconnect from outlet.
3. Loop power cord around cord wraps on side of vacuum cleaner.
4. Clip molded plug to power cord to secure.

NOTICE:
While vacuuming, certain carpets and low humidity conditions may generate small static discharges. The discharges are entirely harmless and are not associated in any way with the main power supply.

Maintenance and care

To maintain maximum cleaning performance, the following maintenance steps must be performed:

1. Empty the dirt container when the dirt reaches the "Full" line on the side.
2. Check the inner and outer circular filters and the pre-motor filter at least once a month and clean or replace as needed.
3. Replace the post-motor filter every six months.

Note: More frequent filter cleaning or replacing may be necessary if you are vacuuming new carpet, fine dust or have allergy concerns. Follow the instructions on the following pages to perform these simple maintenance steps.

⚠ WARNING:
To reduce the risk of electric shock, turn power switch OFF and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.

Tip:
For maximum cleaning performance, check and clean or replace all filters as suggested.

Empty Dirt Container

The dirt container needs to be emptied when the dirt reaches the "Full" line on the side of the container.

1. Unplug cleaner from electrical outlet.
2. Slide the Lock 'n Seal lever to the "Unlock" position.
3. Grasp dirt cup portion handle and pull straight out to remove from vacuum.
4. Empty dirt into garbage container.

2.



Empty Dirt Container continued

5. Put the dirt container back in the vacuum and slide the lever to the "Lock" position.

Note: The dirt container may be washed in warm water with a mild detergent. Make sure it is completely dry before replacing. Do not wash any components in the dishwasher. Hand wash only.

Cleaning the inner & outer circular filter

Use only genuine BISSELL style replacement filters in your BISSELL CleanView Helix.

1. Unplug the cleaner from electrical outlet.

2. **a)** Remove the dirt container as described in the previous section.

b) Grasp the filter cup located at the bottom of the dirt container. Lift up and out. DO NOT TRY TO PULL THE CIRCULAR FOAM FITLER OUT OF THE FILTER CUP WHILE IT IS STILL IN THE VACUUM.

3. Grasp the plastic tab on the top of the circular foam filters. Twist to unlock and pull out.

4. Separate the outer foam and inner pleated circular filters. Wash each individually by hand in warm water. Mild detergent may be used if desired. Rinse well, then air dry thoroughly before putting them back together and replacing in filter cup.

5. The filter cup may be washed in warm water with a mild detergent. Make sure it is completely dry before reassembling with filters.

6. The upper tank and louvers may also be wiped clean with a damp cloth. Reach underneath the upper tank and turn the rim of the louvers to unlock. Pull straight down to remove. Make sure all parts are dry before replacing.

2a.



2b.



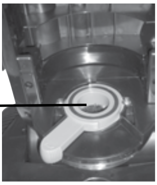
3.



Cleaning the pre-motor filter

1. Unplug the cleaner from electrical outlet.
2. The pre-motor filter protects the motor from debris. It is located underneath the filter cup in the center of the round part of the Lock 'n Seal lever.
3. Remove the small round filter and any debris on top of it. Rinse well under warm water, then air dry thoroughly before replacing.

⚠ WARNING: Do not operate cleaner with damp or wet filters or without all filters in place.



Replacing the post-motor filter

Use only genuine BISSELL style 9 (#32076) replacement filters in your BISSELL CleanView Helix.

1. Unplug the cleaner from electrical outlet.
2. The post-motor filter assists in the filtration process to return clean air to the room. It is located behind the door on the side of the vacuum. When the filter becomes dirty, open the door, remove the filter and replace. The white, pleated post-motor filter is not washable.

   Note: A basic washable post-motor filter with reduced filtration is available if desired.

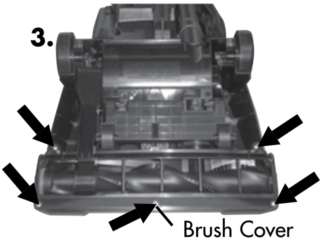


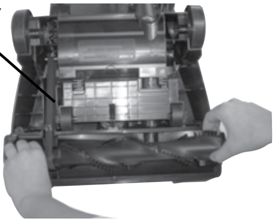
⚠ WARNING: To reduce the risk of injury from moving parts, turn off vacuum cleaner and disconnect Power Plug from electrical outlet.

Checking rotating floor brush and drive belt

You should check your vacuum cleaner's rotating floor brush and drive belt regularly for wear or damage. You should also clean the brush and brush ends of strings, hair and carpet fibers. These can wrap around the brush and hamper its ability to effectively clean your carpet. Also remove any debris that has accumulated under the brush cover.

1. Unplug cleaner from electrical outlet.
2. Place handle in low position and turn vacuum cleaner over so bottom side is up.
3. Remove the five screws with a Phillips head screwdriver. Lift the brush cover off.
4. Grasp rotating floor brush at both ends and lift.

3.


4.


Checking rotating floor brush and drive belt continued

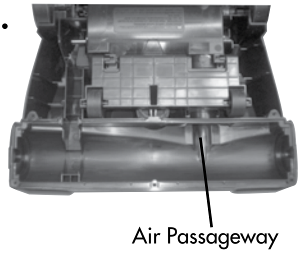
5. Clean strings, hair and other debris from rotating floor brush, paying particular attention to brush ends.

6. Clean strings, hair and other debris from motor pulley and drive belt areas.

7. Check drive belt carefully for wear, cuts or stressed areas.

8. Check air passageway for obstructions. Remove debris from this area.

8.



Replace drive belt

Use only genuine BISSELL style 9 replacement belts (#203-1093) in your BISSELL CleanView Helix.

1. Unplug cleaner from electrical outlet.

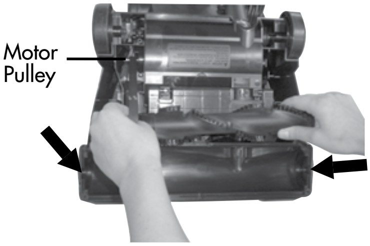
2. With rotating floor brush removed from vacuum cleaner (steps 1-4 of Check rotating floor brush and drive belt), grasp old drive belt and remove from motor pulley. Discard old drive belt.

3. Place new drive belt over motor pulley and stretch other end over rotating floor brush in the space between the bristles.

4. Place ends of rotating floor brush down into slots on sides as shown.

5. Turn rotating floor brush by hand several times in the direction of motor pulley. If properly installed, drive belt will center itself on rotating brush.

6. Reposition brush cover and screw back into place.



Clearing a clog

Low suction or poor pickup may be due to a clog in the vacuum cleaner. If you notice a change in the sound of the motor or a reduction in the spinning action, check for clogs.

1. Unplug cleaner from electrical outlet.

2. Empty dirt container.

3. Check upper tank for build up or clogs.

4. Check the suction inlet for a clog.

5. Grasp the quick reach handle and lift hose wand to separate from the suction opening. Check for a clog in the base, the wand or the hose.

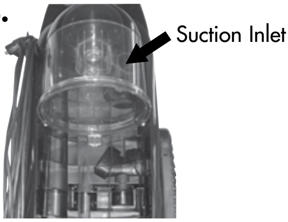
6. Remove the screw attaching the hose wand base to the vacuum. Straighten the hose wand base and unclog with long, narrow object such as a broom stick.

7. If the clog persists, follow the instructions for Checking the rotating floor brush on page 10 and inspect the air passageway for obstructions.

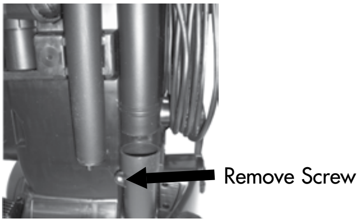
3.



4.



6.



Replace light bulb

Use only BISSELL Replacement Bulbs in your BISSELL CleanView Helix. selected models only

1. Unplug cleaner from electrical outlet.

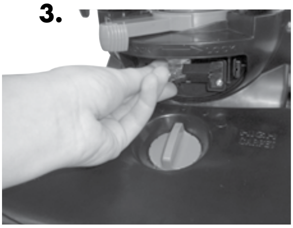
2. Using a flat screwdriver, table knife or coin, insert into the slot on the right of the lens and gently push inner latch to the left as shown to remove the lens.

3. Reposition lens by inserting the tab on left side and then pushing the right side back into place.

2.



3.



Vacuum cleaner won't turn on

Possible causes	Remedies
1. Power cord not plugged in	1. Check electrical plug
2. Blown fuse/tripped breaker	2. Check/replace fuse or reset breaker

Vacuum cleaner won't pick up dirt

Possible causes	Remedies
1. Incorrect height adjustment	1. Adjust powerfoot to correct height setting
2. Hose not attached to suction opening	2. Grasp quick reach handle and firmly push hose wand onto the suction opening
3. Crack or hole in hose	3. Check hose and replace if needed
4. Broken or worn drive belt	4. Replace drive belt, see page 11
5. Rotating floor brush bristles worn	5. Replace brush
6. Rotating floor brush jammed	6. Remove brush and clean debris from brush ends, see page 10
7. Clog in vacuum	7. Follow instructions on page 12 for clearing clogs
8. Dirt container full	8. Empty dirt container, see page 8
9. Dirt container or upper tank not installed properly	9. Position correctly and lock in place
10. Filters are dirty	10. Check and clean pre-motor and post-motor filters, see page 10

Tools won't pick up dirt

Possible causes	Remedies
1. Crack or hole in hose	1. Check hose and replace if needed
2. Clog in vacuum	2. Follow instructions on page 12 for clearing clogs
3. Dirt container full	3. Empty dirt container
4. Dirt container or upper tank not installed properly	4. Position correctly and lock in place
5. Filters are dirty	5. Check and clean pre-motor and post-motor filters

Vacuum cleaner is difficult to push

Possible causes	Remedies
1. Incorrect height adjustment	1. Adjust powerfoot to correct height setting

Visible dirt escaping from cleaner

Possible causes	Remedies
1. Dirt container full	1. Empty dirt container, see page 8
2. Filters missing or installed incorrectly	2. Check pre-motor and post-motor filters for correct installation

⚠ **WARNING:**
To reduce the risk of injury from moving parts, turn off vacuum cleaner and disconnect from power outlet before performing troubleshooting steps.

Other maintenance or service not included in the manual should be performed by an authorized service representative.

Thank you for selecting a BISSELL product.

Please do not return this product to the store.

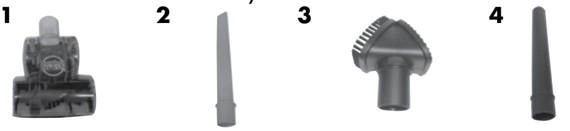
For any questions or concerns, BISSELL is happy to be of service. Contact us directly at 1-800-237-7691.

Accessories - CleanView Helix®

These items are available for purchase as accessories for your BISSELL CleanView Helix. To purchase call 1-800-237-7691 or visit www.bissell.com.

Item	Part No.	Part Name
1	203-2447	TurboBrush Tool
2	203-1063	Crevice Tool
3	203-1059	Combination Dusting/Upholstery Brush
4	203-1084	Extension Wand

*Not all parts are included with every model.



Replacement Parts - CleanView Helix®

Item	Part No.	Part Name
1	203-1093	Style 9 Drive Belt (2-Pack)
2	203-1297	Standard Headlight Bulb (selected models only)
3	203-2450	Hose Assembly
4	203-2449	Brush Dowel (15")
5	32R9	Style 16 Inner and Outer Circular Pre-Motor Filter Set
6	203-1464	Style 16 Inner Circular Pre-Motor Filter
7	203-1192	Style 16 Outer Circular Pre-Motor Filter
8	32076	Style 7/9/16 Post-Motor Filter
9	3099	Style 7/9/16 Post-Motor Filter



Warranty - BISSELL CleanView Helix® 22C1 and 32Y7

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Services by E-mail, telephone, or regular mail as described below.

Limited Two Year Warranty

Subject to the EXCEPTIONS AND EXCLUSIONS identified on page 15, upon receipt of the product BISSELL will repair or replace (with new or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for two years any defective or malfunctioning part.

See information below on "If your BISSELL product should require service".

This warranty applies to product used for personal, and not commercial or rental service. This warranty does not apply to fans or routine maintenance components such as filters, belts, or brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user's guide is not covered.

See information on page 15 "If your BISSELL product should require service:"

Warranty-BISSELL CleanView Helix® 22C1-2, 21K3, 71V9, 71V9-2

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Services by E-mail, telephone, or regular mail as described below.

Limited Three Year Warranty

Subject to the *EXCEPTIONS AND EXCLUSIONS identified below, upon receipt of the product BISSELL will repair or replace (with new or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for three years any defective or malfunctioning part.

See information below on "If your BISSELL product should require service".

This warranty applies to product used for personal, and not commercial or rental service. This warranty does not apply to fans or routine maintenance components such as filters, belts, or brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user's guide is not covered.

If your BISSELL product should require service:

Contact BISSELL Consumer Services to locate a BISSELL Authorized Service Center in your area.

If you need information about repairs or replacement parts, or if you have questions about your warranty, contact BISSELL Consumer Services.

Website or E-mail:
www.bissell.com

Or Call:
BISSELL Consumer Services
1-800-237-7691
Monday – Friday 8 am - 10 pm ET
Saturday 9 am - 8 pm ET

Or Write:
BISSELL Homecare, Inc.
PO Box 1888
Grand Rapids, MI 49501
ATTN: Consumer Services

BISSELL IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. BISSELL'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

***EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE LIMITED WARRANTY**
THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES EITHER ORAL OR WRITTEN. ANY IMPLIED WARRANTIES WHICH MAY ARISE BY OPERATION OF LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE WARRANTY DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

Some states do not allow warranty limitations on how long an implied warranty last so the above limitation may not apply to you.

Don't forget to register your product!

Registering is quick, easy and offers you benefits over the lifetime of your product. You'll receive:

BISSELL Rewards Points
Automatically earn points for discounts and free shipping on future purchases.

Faster Service
Supplying your information now saves you time should you need to contact us with questions regarding your product.

Product Support Reminders and Alerts
We'll contact you with any important product maintenance reminders and alerts.

Special Promotions
Optional: Register your email to receive notice of offers, contests, cleaning tips and more!

Visit www.bissell.com/registration now!

BISSELL consumer services

For information about repairs or replacement parts, or questions about your warranty, call:

BISSELL Consumer Services
1-800-237-7691

Monday – Friday 8 am - 10 pm ET
Saturday 9 am - 8 pm ET

Or write:
BISSELL Homecare, Inc.
PO Box 1888
Grand Rapids MI 49501
ATTN: Consumer Services

Or visit the BISSELL website - **www.bissell.com**

When contacting BISSELL, have model number of cleaner available.

Please record your Model Number: ___________________

Please record your Purchase Date: ___________________

NOTE: Please keep your original sales receipt. It provides proof of purchase date in the event of a warranty claim. See Warranty on pages 14 and 15 for details.

Part Number 110-4460
Rev 9/13
Visit our website at:
www.bissell.com